WBS#	Deliverable Name	Deliverable Description and Format	Prepared By	Reviewers	Approved By	Comments
		Initiation Phase (WBS 1.0)				
1.1	Project Charter	The Project Charter is a statement of the scope, objectives and participants in the project. It provides a preliminary delineation of roles and responsibilities, outlines the project objectives, identifies the main stakeholders, and defines the authority of the project manager. It serves as a reference of authority for the future of the project and identifies the individual from upper management who serves as the Project Sponsor.	DPH ICD-10 Implementation Project Manager	Joy Reed	Project Sponsor - Danny Staley	Approved on 5/24/2011.
1.2	ICD-10 Contact List	Contact List of representatives from DPH, local health departments and CDSAs including names (up to 5 per agency), phone numbers, work title, e-mail address. Representatives on the Contact List will receive communications related to ICD-10-CM and DPH project activities related to ICD-10-CM	DPH ICD-10 Implementation Project Manager	DPH ICD-10 Implementation Project Manager	DPH ICD-10 Implementation Project Manager	The contact information was used to set up a Mailman Group. All LHDs have identified up to 5 contacts/agency.
1.3	ICD-10 Awareness Education to Key Stakeholders	Presentation(s) related to the federally mandated transition from ICD-9 to ICD-10 effective 10/1/2013. The presentation includes information about the differences in the two code sets, impacts related to the change and introduction to the DPH ICD-10-CM Implementation Project.	DPH ICD-10 Implementation Project Manager	DPH ICD-10 Implementation Project Manager	DPH ICD-10 Implementation Project Manager	Presentation completed via webcast on 6/11/2011 and recorded webcast was posted on HIS Website until May 2015.
		Planning and Design Phase (WBS 2.0)				
2.1	Project Plan	The Project Plan documents the baselines that will be used to measure project performance and to define how the project will be managed. Included in the Project Plan are required resources (e.g., staff roles, funding) to execute the plan, the plan for communicating information with DPH stakeholders including DHHS and the NCALHD, the plan for managing issues and risks, contingency plans in the event that key implementation activities are not completed in the timeframe planned.	DPH ICD-10 Implementation Project Manager	Joy Reed	Joy Reed	Approved on 8/17/2011. Updated 8/17/11 and 6/23/14 due to compliance date delays.
2.2	Project Schedule	A Project Schedule helps the Project Manager manage the following areas related to a project: Scope (what to accomplish; Time (deadlines); Costs (budgets); Resources (availability and workloads of resources; Communication (information flow to and from stakeholders). The DPH ICD-10 Implementation Project Schedule will be created and maintained using Excel.	DPH ICD-10 Implementation Project Manager	DPH ICD-10 Implementation Team	Joy Reed	Baselined on 3/5/12. Re-baselined 10/17/12 and 6/23/14 due to compliance date delays.

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2.3	Implementation Plan	The Implementation Plan clearly defines the approach to the planning and execution of all DPH ICD-10 Project implementation activities throughout all Project Phases and continuing through post implementation. Implementation activities refer to those activities that must be completed to successfully implement ICD-10-CM within DPH and DPH stakeholders. These implementation activities include impact analysis, training and communications. Post implementation activities will include analysis of reimbursement and staff productivity impacts and focused training needs.	DPH ICD-10 Implementation Project Manager	DPH ICD-10 Implementation Team	Joy Reed	Approved 11/29/11. Updated 11/29/11 and 7/2/14 due to compliance date changes.
2.4	ICD-10-CM Training Plan	The purpose of the Training Plan is to identify the work, requirements, and procedures to be carried out to achieve agreed objectives for training staff in the use of ICD-10-CM effectively. The Training Plan should cover short- and long-term objectives and ensure that training requirements are identified. The Training Plan shall identify business roles that require ICD-10-CM education (e.g., clinical staff, billing staff, medical record staff, data analysts) and the type and level of education required for the various business roles. It shall also identify the method(s) for training delivery (e.g., face-to-face, web-based instruction, community colleges).	DPH ICD-10 Implementation Project Manager	DPH ICD-10 Implementation Team	Joy Reed	Approved 4/16/12. Updated 7/2/14 due to compliance date delay.
2.5	ICD-10-CM Training Materials	Materials required to conduct successful user training classes in ICD-10-CM.	DPH ICD-10 Implementation Project Manager	DPH ICD-10 Implementation Team	Joy Reed/ Successor	
		Execution Phase (WBS 3.0)				
3.1	System Impact Assessments	DPH System Impact Assessments must be completed to identify all systems (including interfaces with other systems) within DPH that currently utilize ICD-9-CM and ascertain if remediation will be required to accommodate ICD-10. For those systems with identified impacts, conversion of data versus accommodating both ICD-9 and ICD-10 will have to be addressed.The system impact assessments shall also include the status of payers and software vendors regarding their readiness for ICD-10. For the DPH project, the System Impact Assessments will be done for DPH only. Assessment tools will be shared with local health departments who are responsible for conducting their own internal assessments.	DPH ICD-10 Implementation Project Manager	Bob Martin, Joy Reed	Joy Reed	Some of the questions related to DPH systems may be reviewed with the ICD-10 Implementation Team for feedback.

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3.2	Business Impact Assessments (including revenue impacts)	Business Impact Assessments must be completed to identify all business processes (e.g., data comparability issues, impact on longitudinal data analysis, evaluation of current data and work flows, operational processes and forms/reports in various business environments) within DPH and DPH stakeholders that currently utilize ICD-9-CM and ascertain business impacts for the ICD-10-CM transition. For the DPH project, the Business Impact Assessments will be done for DPH only. Assessment tools will be shared with local health departments who are responsible for conducting their own internal assessments.	DPH ICD-10 Implementation Project Manager	DPH ICD-10 Implementation Team	Joy Reed	Tool and pilots completed 4/11/12.
3.3	Clinical Documentation Assessments	This assessment will include random samples of various types of clinical documentation to determine the adequacy of documentation to support the required level of detail required with ICD-10. Identify documentation deficiencies and develop a priority list of diagnoses (and procedures if applicable) requiring more granularity or other changes in data capture and recording.	DPH ICD-10 Implementation Team	DPH ICD-10 Implementation Project Manager	Joy Reed	Tool and pilots completed 1/2/13.
3.4	Best Practices	The Business Process Improvement Plan shall document best practices for the business and clinical change from ICD-9-CM to ICD-10.	DPH ICD-10 Implementation Team	DPH ICD-10 Implementation Project Manager	Joy Reed/ Successor	
3.5	ICD-10-CM Training Classes & User Registration	This deliverable is not a formal document, but are the actual training classes and the approved process to register for those classes.	DPH ICD-10 Implementation Project Manager	DPH ICD-10 Implementation Team	Joy Reed/ Successor	
3.6	Readiness Assessments	Conducting a readiness assessment will provide DPH a baseline and then a gauge of agency preparedness for ICD-10-CM compliance. The assessment will highlight areas and activities that may need adjustment in order to fulfill compliance objectives. Readiness assessment tools will be shared with local health departments who are responsible for conducting their own internal assessments.	DPH ICD-10 Implementation Project Manager	DPH ICD-10 Implementation Team	Joy Reed/ Successor	Tools completed 1/2/13
Monitoring and Control Phase (WBS 4.0)						
4.1	Status Reporting to Stakeholders	Project status reports will be developed for DPH management, the project supervisor, the ICD-10 Implementation Team, NCALHD Technology Committee and other stakeholders upon request to assure that interested parties are apprised of project progress and any issues that may need stakeholder assistance for resolution.	DPH ICD-10 Implementation Project Manager	DPH ICD-10 Implementation Project Manager	Implementation Project Manager; Joy Reed/ Successor as appropriate	Status reports prepared for monthly NCALHD Technology Committee are posted to website
4.2	Risk Matrix	A list of identified risks, assessment of those risks and the mitigation plans for them are detailed in the Risk Matrix.	DPH ICD-10 Implementation Project Manager	DPH ICD-10 Implementation Team	Joy Reed/ Successor	Approved 10/17/11. Reviewed by Implementation Team Monthly.

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4.3	Issues Log	The Issues Log will provide a tracking mechanism for identified issues, their evaluation and who has been assigned for resolution. Issue resolutions or decisions will also be documented in the Issues Log and communicated to all affected parties.	DPH ICD-10 Implementation Project Manager	DPH ICD-10 Implementation Team	Joy Reed/ Successor	Approved 10/17/11. Reviewed by Implementation Team Monthly.
4.4	Budget Tracking Materials	Budget and tracking material documents such as project budget, critical needs, expansion budget requests, etc. Documents may include Excel spreadsheets and Word files that support the DHHS Critical Needs process and Expansion Budget requests. The budget must reflect those costs that will be borne by DPH and costs that are covered in accordance with vendor contracts.	DPH ICD-10 Implementation Project Manager	DPH ICD-10 Implementation Team	Joy Reed/ Successor, DPH Budget Office, Danny Staley	Approved 2/1/12
4.5	Implementation Team Meetings, Agendas & Minutes	Stakeholders will be identified to serve on the DPH ICD-10 Implementation Team. This deliverable includes the scheduled meetings, agenda preparation and documenting the meeting minutes.	DPH ICD-10 Implementation Project Manager	DPH ICD-10 Implementation Team	n/a	Monthly
4.6	DPH ICD-10 Website	A website will be maintained by DPH so that information, tools, etc. can be available to DPH staff, local health departments and other stakeholders. Initially the HIS website will be used for this purpose.	DPH ICD-10 Implementation Project Manager	DPH assigned Webmaster	DHHS Public Affairs	Transitioned to DPH website on 5/18/12
4.7	Monitor Implementation of System Changes (input and output)	This is not a formal document, but is the completion of fully configured and customized software and the training of users impacted by the system changes signifying that ICD-10 implementation may begin. The ICD-10 Implementation Project Manager will monitor the progress of system modifications required for the transition to ICD-10-CM for DPH systems.	Staff responsible for management of each impacted system or interface (Note: May be DIRM, DPH or vendor staff)	DPH ICD-10 Implementation Project Manager	N/A	
4.8	Monitor Implementation of Interface Changes	This is not a formal document, but is the completion of system interface changes and the training of users impacted by the system interface changes signifying that ICD-10 implementation may begin. The ICD-10 Implementation Project Manager will monitor the progress of interface modifications required for the transition to ICD-10-CM for DPH systems.	Staff responsible for management of each impacted interface (Note: May be DIRM, DPH or vendor staff)	DPH ICD-10 Implementation Project Manager	N/A	
4.9	Monitor Implementation of ICD-10-CM Related Business Process Changes	This is not a formal document but is a major milestone designating that the implementation of ICD-10 is complete in DPH, local health departments and CDSAs.	ICD-10 Implementation Leads in each impacted agency	DPH ICD-10 Implementation Project Manager	N/A	
4.10	Update Project Schedule	A Project Schedule helps the Project Manager manage the following areas related to a project: Scope (what to accomplish; Time (deadlines); Costs (budgets); Resources (availability and workloads of resources; Communication (information flow to and from stakeholders). The DPH ICD-10 Implementation Project Schedule is maintained using Excel. As tasks are completed, the actual finish date must be entered.	DPH ICD-10 Implementation Project Manager	DPH ICD-10 Implementation Team	N/A	The schedule is continuously updated and sent to Implementation Team members each month.

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4.11	Update ICD-10 Contact List	Contact List of representatives from DPH, local health departments and CDSAs including names, phone numbers, work title, e-mail address. There is a Mailman List that must also be updated. Representatives on the Contact List will receive communications related to ICD-10-CM and DPH project activities related to ICD-10.	DPH ICD-10 Implementation Project Manager	DPH ICD-10 Implementation Project Manager	DPH ICD-10 Implementation Project Manager	The list is continuously updated and more than 5 contacts/agency are now permitted.
4.12	Represent DPH as voting member of DHHS ICD-10 Steering Committee	In winter 2013, the DHHS ICD-10 Steering Committee was formed and the DPH ICD-10 Project Manager and the NCTracks DPE, Linda Rascoe, were designated as voting members of that group. Meetings are held as needed, at least monthly. Attendance is captured in the formal minutes of the committee.	Deborah Bowen, Office of NCTracks	DHHS ICD-10 Steering Committee members	Cedric Amos, DHHS ICD-10 Project Manager	
4.13	Represent DPH on NCTracks ICD-10 Committees/ Workgroups	In 2013, the DPH ICD-10 Implementation Project Manager began participating in NCTracks committee meetings related to the NCTracks ICD-10 implementation. There are various committees and workgroups such as DPE meetings, Communications meetings, Status meetings, Edit and Audit workgroups, etc.	Various Office of NCTracks staff and CSC staff	Committee/ Workgroup members	Committee/ Workgroup members	
4.14	Represent DPH at NCHICA ICD-10 Task Force Meetings	NC Healthcare Information and Communications Alliance (NCHICA) formed the ICD-10 Taskforce in February, 2009 to assist members in their ICD-10 implementation efforts. The Task Force meets monthly and is instrumental in developing tools and training related to ICD-10 implementation such as ICD-10 Bulletins.	NCHICA ICD-10 Task Force Co-Chairs	NCHICA ICD-10 Task Force members	NCHICA ICD-10 Task Force members	
4.15	Implement DPH ICD-10 Transition Plan	A transition plan will be developed in the event that the DPH ICD-10 Implementation Project Manager is unable to complete the project due to numerous delays and a dedicated Project Manager is not hired to complete the project.	DPH ICD-10 Implementation Project Manager	Joy Reed/ Successor	Joy Reed/ Successor and Danny Staley	
Closing Phase (WBS 5.0)						
5.1	Summary Report of ICD-10-CM Training Evaluations	The Summary Report of Training Evaluations shall include a description of modifications made to Training Materials or course content based on the feedback received.	DPH ICD-10 Implementation Project Manager	DPH ICD-10 Implementation Team	Joy Reed/ Successor	
5.2	Lessons Learned	Lessons learned are detailed statements (positive or negative) captured after completion of the project or for a portion of the project. The statements describe in a neutral way what did or did not work well, along with a statement regarding the risk of ignoring the lesson. Capturing and sharing the lessons learned is an important part of process improvement.	DPH ICD-10 Implementation Project Manager	DPH ICD-10 Implementation Team	Joy Reed/ Successor	Document approved 5/21/12 by Implementation Team. Will be updated continuously.
5.3	Project Files Archived	This is not a formal document but is the process of archiving the official DPH ICD-10 Implementation Project files including deliverables, e-mails, presentations, formal communications, etc.	DPH ICD-10 Implementation Project Manager	DPH ICD-10 Implementation Project Manager	n/a	